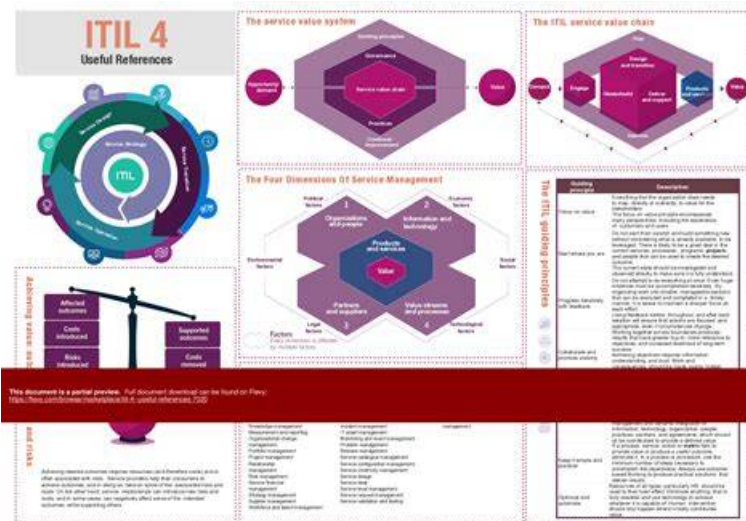


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ITIL 4 Foundation Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38

Which of the following practices suggests that organizations should develop competencies in methodologies and techniques, like

SWOT (strength, weakness, opportunity, and threat) analysis and balanced scorecard review, in order to meet their needs?

- A. Change enablement
- B. Incident management
- C. Service request management
- **D. Continual improvement**

Answer: D

Explanation:

In ITIL 4, the continual improvement practice focuses on:

- * Aligning services and practices with changing business needs
- * Identifying and prioritizing improvement opportunities
- * Using appropriate methods and tools to assess and plan improvements

ITIL 4 explicitly notes that organizations should develop skills in assessment and improvement techniques, such as SWOT analysis and balanced scorecard reviews, to support continual improvement. These methods help assess the current state, opportunities, risks, and performance from multiple perspectives, and they feed into the continual improvement model.

Why the others are incorrect:

- * Incident management concentrates on restoring service after incidents; it does not specifically emphasize methodologies like SWOT or balanced scorecard.
- * Service request management deals with handling user requests efficiently and effectively, not with improvement analysis techniques.
- * Change enablement is about controlling and enabling beneficial changes; while it may use some analysis, it is not the practice highlighted for competencies in SWOT and balanced scorecard.

Therefore, the practice that encourages organizations to develop competencies in techniques such as SWOT analysis and balanced scorecard review is continual improvement, making B the correct answer.

NEW QUESTION # 39

Which practice establishes a channel between the service provider and its users?

- A. Change enablement
- B. Relationship management
- **C. Service desk**
- D. Supplier management

Answer: C

Explanation:

Explanation/Reference: <https://www.knowledgehut.com/tutorials/itil4-tutorial/itil-management-practices-processes>

NEW QUESTION # 40

Which practice identifies metrics that reflect the customer's experience of a service?

- **A. Service level management**
- B. Service desk
- C. Problem management
- D. Continual improvement

Answer: A

NEW QUESTION # 41

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- **A. Start where you are**
- B. Keep it simple and practical
- C. Progress iteratively with feedback
- D. Focus on value

Answer: A

NEW QUESTION # 42

Which of the four dimensions focuses on managing data in compliance with industry regulations?

- A. Organizations and people
- B. Partners and suppliers
- C. Information and technology
- D. Value streams and processes

Answer: C

NEW QUESTION # 43

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